

## **CHIEF OF FIRE COMMUNICATIONS**

(Competitive Class)

### **DISTINGUISHING FEATURES OF THE CLASS**

This class encompasses a highly responsible managerial and administrative position in the Fire Communications Division of the fire department, the primary duties of which include the management of the dispatching activities of the fire department, the daily operations of the division, and the management of staffing levels which includes positions in the following classes: Fire Communications Officers I, Fire Communications Officers II, Assistant Chief of Fire Communications, Information Technology Specialist, and other positions that may be assigned to the division. The Chief of Fire Communications directs the work of subordinates to ensure that dispatching operations are performed in accordance with established departmental procedures. The incumbent of this class also performs administrative duties related to budget preparation, purchasing, and the research and planning for the division. The Chief of Fire Communications receives only general instructions and performs independently in most areas. The Chief of Fire Communications reports to and has work reviewed by the Fire Chief.

### **EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Plans, organizes, assigns and directs all operations of the Fire Communications Division with respect to activities, programs, personnel, and equipment. Supervises subordinates who observe operations of the division in order to evaluate effectiveness and take appropriate action to correct problem areas. Recommends and implements management policies, goals, and objectives for the division. Holds meetings with subordinate supervisors in order to receive reports, disseminate information or delegate authority for the more effective operation of the communications division.

Oversees the supervision of subordinate communications personnel in the operation of the communication system, including CAD, to ensure that proper procedures are being followed. Reviews the assignment of work schedules, duty areas and approval of leave to ensure that all shifts are properly manned with qualified subordinates. Directs preparation for shift changes in order to ensure proper briefing, records checks, and assembling of necessary supplies and

equipment. Manages subordinate supervisors who inspect the appearance of division equipment and personnel, investigate accidents involving equipment and personnel, determine the cause and make recommendations on procedures to avoid future accidents. Ensures that discussions regarding work performance take place between immediate supervisors and subordinate communications employees. Promotes peace and harmony within the department by seeing that discipline is maintained, by counseling employees with work related problems, by conducting corrective interviews, by ensuring that employee complaints and grievances are resolved or by taking any other action deemed necessary. Oversees the evaluation of employee work performance and the completion of employee evaluation reports. Keeps promotional eligibility lists and recommends appointments to the division in accordance with civil service law. Supervises subordinates who interview and make recommendations to the appointing authority for appointment of prospective division employees.

Directs the training of subordinate communications personnel in dispatch procedures, ensuring that all employees receive necessary training. Oversees those who provide on-the-job training to subordinates as well as the preparation of material used in training. Provides technical assistance to employees by answering questions and providing back-up support. Participates in training provided by the department on communications and related areas and keeps informed on modern fire service administrative practices.

Gives reports, offers advice, and keeps informed of local trends that may affect the fire service when attending all meetings. Recommends changes in department operations to help the city obtain favorable fire insurance ratings. Participates in research and planning for programs and activities of the communications division. Participates in conferences, conventions, and other educational meetings as required.

Supervises the gathering of information to be used in compiling a budget for the Fire Communications Division. Consults with the Fire Chief and oversees the preparation and submission of a divisional operating budget. Manages subordinates who generate expenditure and revenue estimates and who handle accounts showing the money and assets of the division. Authorizes expenditure of funds for the division, making sure that such expenditures are in accordance with the budget. Oversees those who purchase and provide for the storage of all needed equipment and supplies for the division. Reviews and signs purchase requisitions, vouchers for payment, or related financial records. Prepares specifications for the purchase of needed communications equipment. Supervises the general care, maintenance, and use of departmental communications equipment. Oversees the repair of any malfunctioning communications equipment and inspection of equipment, property or operating

systems after repairs.

Reviews incoming communications, making assignments to staff and writing notes as necessary to properly route work. Oversees the development and revision of forms to improve accuracy and efficiency in documentation. Reviews written reports completed by subordinates. Personally compiles and analyzes data for reports, completes records and writes narrative reports concerning division operations. Directs the preparation of a daily personnel report to designated department officials. Writes letters in response to written or oral requests addressed to the fire department or as needed to handle problems and to address other needs, as directed. Oversees the maintenance of all division records including personnel records, records of activity, and inventory records. Periodically reviews records and inspects systems and facilities for the maintenance of such.

Assists with special projects related to improving the positive image of the division and the fire department. Manages the handling of complaints from the public concerning problems in the division and answers questions on department procedure when requested, or refers questions to designated authority. Informs the public about fire department operations by means of talks, demonstrations or distribution of literature to schools, civic groups, owners and employees of public or private buildings. Coordinates the work of the department with related federal, state, and local agencies, such as the Caddo Parish 911 Communications District, releasing information and giving assistance as needed.

Performs any related duties assigned.

## **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of appointment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Applicant must possess one of the following: high school diploma, general educational development (G.E.D.) certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or G.E.D. certificate.

Must have at least six (6) years of full-time experience operating fire communications equipment in the fire communications division of a full-time paid fire department, at least two (2) years of which must have been in positions which include administrative or supervisory responsibilities.

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